



Toronto Parking Authority

Policy Resolutions

APPENDIX C: SUMMARY OF OPERATIONAL FOCUSED TPA POLICY RESOLUTIONS

Policy Categories

GRC - governance, compliance & risk management - refer to Article 6 of City of Toronto - TPA Relationship Framework for the Board's compliance and oversight responsibilities.

Operational - practices and procedures that govern the day-to-day activities and operations of the organization (suitable for delegation to President, TPA)

Category	Policy Number	Policy Name	Policy Description	Policy Type	Date Adopted	Date Last Amended	Board Ref/ Minute No.
Public Relations	1-4	Requests for Information and Statistical Data	Governs the release of commercially sensitive information through requests made by external parties.	Operational	85-180 (PAT)	2017-04-24	17-055
Public Relations	1-5	Membership in Organizations	Identifies the organizations that TPA and/or individuals in the organization, maintain memberships with.	Operational	85-071 (PAT)	2017-04-24	17-055
Public Relations	1-6	Consultative Services of Senior Management	Governs the circumstances under which TPA Senior Mngt should provide consultative services to other municipalities, non-profit institutions or private corporations.	Operational	76-174 (PAT)	2017-04-24	17-055
Public Relations	1-7	Notice to Residents and Others Regarding the Establishment of Municipal Parking Facilities	The establishment of new municipal parking facilities requires notification to local councillors where such establishment is done without the need for reporting through Committees of Council.	Operational	81-393 (PAT)	2014-10-22	14-142
Public Relations	1-8	Advertising Charitable Organizations	When requested by a registered charitable agency, TPA will consider printing, at no cost to TPA, information on its parking tickets or cash register slips for a limited but unspecified period of time.	Operational	86-031 (PAT)	1990-03-22	(minute # not noted)
Public Relations	1-10	Accessible Customer Service Policy	Establishes TPA's commitment to accessible customer service under the AODA, 2005.	Operational	2012-12-18	2017-04-24	17-055

Category	Policy Number	Policy Name	Policy Description	Policy Type	Date Adopted	Date Last Amended	Board Ref/ Minute No.
Parking Charges	2-2	Annual Review of Parking Rates	Specifies the need to review off-street parking rates on at least an annual basis.	Operational	79-304 (PAT)	2020-02-03	Item PA13.5 Feb 3/2020
Parking Charges	2-3	Monthly Parking Permits	Governs the issuance of monthly parking permits, which are intended to utilize space that would otherwise be unused by short-term parkers.	Operational	79-304 (PAT)	2014-10-22	14-142
Parking Charges	2-4	Parking Rates - Administration	Governs the application of grace periods, complimentary parking and parking prior to an attendant's arrival.	Operational	79-304 (PAT)	2017-04-24	17-055
Parking Charges	2-7	Fee Calculation of On-Street Pay-and-Display Locations	Defines the TPA's policy about operating hours for on-street pay and display machines, maximum parking periods, the calculation of fees when a customers starts their parking before paid parking is in effect and the impact of peak hour restrictions on arterial roadways.	Operational	00-008 (TPA)	2010-01-25	10-003
Parking Charges	2-9	Enforcement Practices at Unattended/Uncontrolled Car Parks	To define the corporate objectives underlying the enforcement practices at unattended/uncontrolled carparks and to define the rules to be followed by enforcement personnel to achieve the objectives.	Operational	02-117 (TPA)	2019-03-22	Item PA4.1 March 22/2019
Parking Charges	2-10	Lease of Parking Spaces at Toronto Parking Authority Facilities to Accommodate Zoning By-law Requirements	Defines TPA's guidelines respecting the lease of spaces on a long-term basis to allow land owners to provide parking off-site to meet ZBL requirements.	Operational	02-033 (TPA)	New	

Category	Policy Number	Policy Name	Policy Description	Policy Type	Date Adopted	Date Last Amended	Board Ref/ Minute No.
Parking Charges	2-11	Special Parking and Bike Share Arrangements for Organizations	Sets out the conditions under which TPA will consider the provision of special parking arrangements including parking at a reduced rate or free of charge to organizations that require parking at specific times at specific car parks. Also applies to requests for special Bike Share TO pricing.	Operational	03-391 (TPA)	2020-05-15	Item PA14.2 May 15/2020
Parking Charges	2-12	Cost Recovery - Permanent Removal of On-Street Meter Locations	Defines the TPA's Policy with regard to compensation required for the permanent removal of on-street metered parking spaces to accommodate private development or redevelopment of land.	Operational	2012-12-18	2018-08-24	Item PA13.3 Aug 24/2018
Parking Charges	2-13	Climate Change Risk Management Policy	Establishes a process to systematically prioritize the identification, assessment, reduction, monitoring and reporting on the risks to the TPA's infrastructure, finances, operations and liability due to a changing climate, including increasing incidence of extreme weather events.	Operational	2016-02-25	2017-04-24	17-055
Operations	3-1	Review of Policy	Every second year, normally in March or April, the collective policy resolutions of TPA will be reviewed by the President and the Board to ensure policies and practices are current and consistent.	Operational	79-304 (PAT)	2010-01-25	10-003
Operations	3-2	Requests for Reserved Parking Spaces	It is the policy of the Authority that specific parking spaces are not reserved for specific persons or specific vehicles. All spaces are available on a first come, first served basis.	Operational	79-304 (PAT)	2004-03-23	04-045
Operations	3-3	Requests for Reduced Parking Rates for Individuals and Groups	The rate structure established for each car park is applicable for all users, regardless of special circumstances except those meeting the criteria in Policy 2-11.	Operational	76-142 (PAT)	2004-03-23	04-045

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Operations	3-5	Complimentary Parking Passes	Complimentary parking passes are issued only by TPA Board Directors, the President, or his/her designee. It is intended that these should be issued sparingly, and are to be used primarily as an acknowledgement of customers' constructive complaints (including potential customers), and to act as a token of appreciation to persons who have assisted the Authority and a complimentary parking pass would be appropriate recognition.	Operational	79-304 (PAT)	2004-03-23	04-045
Operations	3-6	Residential Over-Night Use	Under this policy, TPA may designate ungated car parks located in residential areas to accommodate overnight parking by local residents who display valid residential parking permits at no additional cost.	Operational	77-183 (PAT)	2017-12-19	Item PA6.4 Dec 19/2017
Operations	3-7	Temporary Alternative Uses of Car Parks	Addresses exemptions, subject to criteria being met, to allow for temporary alternative uses on TPA car parks and garages.	Operational	79-304 (PAT)	2017-04-24	17-055
Operations	3-8	Advertising and Soliciting at Car Parks and Garages	The Authority does not permit unauthorized advertising or soliciting in any form at, on, or in its car parks and garages.	Operational	79-304 (PAT)	2004-03-23	04-045
Operations	3-9	Bicycle Racks	Bicycle racks in car parks are to be installed only where they do not impede the safe operation of the car park and generally only when an external interest such as a councillor makes the request.	Operational	73-430 (PAT)	2014-10-22	14-142
Operations	3-10	Public Parking in Private Developments	TPA has endorsed the principle of its operation of public parking in private developments provided suitable financial arrangements have been made.	Operational	74-245 (PAT)	2014-10-22	14-142
Operations	3-11	Restrictions on Vehicles	TPA reserves the right to deny entry to a car park to any vehicle that in the opinion of the President is likely to create a hazard.	Operational	80-442 (PAT)	New	

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Operations	3-13	Parking for Veterans - Off-Street	In recognition of their service, free parking is allowed for poppy plated vehicles on four (4) specific days of the year. In addition, TPA will work with local Royal Canadian Legions to provide localised parking considerations to support events honouring veterans.	Operational	2006-09-05	2017-04-24	17-055
Operations	3-15	Clothing Drop Boxes	Policy prohibits the placement of new clothing drop boxes while permitting thse that have already been placed as of Apr 24, 2017.	Operational	14-142	New	
Personnel	4-1 Appendix 1	Employment Terms & Conditions: Payment of Overtime-Salaried Employees	Governs the payment of overtime to all salaried non-union staff.	Operational	1985-11-28	2004-03-23	04-045
Personnel	4-1 Appendix 2	Employment Terms & Conditions: Hours of Work & Premium Pay	Defines the hours worked and conditions when premium pay is to be paid to all employees (union and non-union).	Operational	1985-11-28	2010-01-25	10-003
Personnel	4-1 Appendix 3	Employment Terms & Conditions: Vacations with Pay	Defines TPA's policy with respect to paid vacation.	Operational	1985-11-28	2020-11-03	Item PA18.12 Nov 3/2020
Personnel	4-1 Appendix 4	Employment Terms & Conditions: Leave of Absence	Defines TPA's policy for paid and unpaid leaves of absences.	Operational	1985-11-28	2019-05-10	Item PA5.2 May 10/2019
Personnel	4-1 Appendix 5	Employment Terms & Conditions: Statutory Holidays	Sets out the holidays that TPA recognizes as statutory holidays.	Operational	1985-11-28	2008-01-28	08-006
Personnel	4-1 Appendix 7	Employment Terms & Conditions: Company Benefits-Group Insurance Plan	Outlines the group insurance plan in effect for all full time TPA employees.	Operational	1985-11-28	2017-04-24	17-055
Personnel	4-1 Appendix 8	Employment Terms & Conditions: Company Benefits-Sick Credits	Defines TPA polic with respect to sick pay for both unionized and non-unionized employees.	Operational	1985-11-28	2017-04-24	17-055
Personnel	4-1 Appendix 9	Employment Terms & Conditions: OMERS Eligibility - Other than Continuous Full-time (OTCF) Employees	Defines OMERS eligibility for part-time and student employees, including criteria that must be met to trigger the option to join.	Operational	1985-11-28		

Category	Policy Number	Policy Name	Policy Description	Policy Type	Date Adopted	Date Last Amended	Board Ref/ Minute No.
Personnel	4-4	Recognition of Long Service	Outlines how long-serving employees will be recognized.	Operational	81-034	2017-04-24	17-055
Personnel	4-6	Employment of Relatives Policy	Provides direction on how conflict of interest situations involving relatives can be avoided.	Operational	80-359	2015-12-16	15-197
Personnel	4-7	Compensation Administration Policy	Outlines the manner in which TPA may implement salary adjustments for non-unionized employess on the basis of economic and performance factors.	Operational	82-182	2004-03-23	04-045
Personnel	4-8	Educational Assistance: Application for Educational Assistance Reimbursement- Appendix A	Governs the provision of financial assistance to employees who wish to upgrade skills related to their current job or to meet hte requirements of a future job with TPA.	Operational	1985-05-28	2015-07-30	15-106
Personnel	4-10	Employee Vehicle Insurance	When employees are required by the terms of their employment to use their privately owned vehicles to perform their duties, TPA requires that the vehicle be insured for business purposes. TPA to cover 50% of the premium.	Operational	1987-01-06	2014-10-22	14-142
Personnel	4-11	Smoking	Smoking is prohibited in TPAs offices, booths, shelters, garages, maintenance shops, lunch rooms, control rooms and vehicles.	Operational	1988-02-23	2018-11-26	Item PA16.1 Nov 26/2018
Personnel	4-13	Substance Abuse	Substance abuse policy governing the use of alcholol, drugs or substances (both legal and illegal), which may impair performance, safety at work or the ability to drive a vehicle.	Operational	1990-05-10	2018-11-26	Item PA16.1 Nov 26/2018
Personnel	4-14	Misappropriation of Authority Property	TPA will not tolerate or condone fraud, theft, misappropriation or unauthorized possession or retention of TPA proprety.	Operational	1990-04-10	New	
Personnel	4-17	Political Activity Provisions	Policy setting out prohibited political activities	Operational	00-272	2015-12-16	15-197

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Personnel	4-20	Development & Training for Maintenance Positions	To establish a development and training policy for Maintenance positions.	Operational	2009-01-08	New	
Personnel	4-21	Health & Safety - Lockout/Tagout	Workplace injury reduction through unexpected/accidental start-up of machines or the released of stored energy / materials.	Operational	2009-01-26	New	
Personnel	4-23	Electronic Device Restrictions for Drivers	Policy outlines the prohibited use of devices with display screens and hand-held communication and entertainment devices as it relates to employees operating company-owned motor vehicles, operation of their own motor vehicle in the course of employment, employees who are provided with mobile technology devices by the company.	Operational	2009-10-14	New	09-141
Personnel	4-24	Health & Safety - Heat Stress	Policy is intended to protect workers from potential adverse effects of overexposure to heat and applies to all TPA employees who work in high temperature conditions for significant time periods	Operational	2011-09-20	New	11-127
Personnel	4-27	Respect in Workplace Policy	Guidelines for dealing with complaints of disrespectful workplace conduct in an effective and timely manner and applies to all union, non-union, contract employees and contractors of the TPA.	Operational	2014-12-18	New	14-174
Personnel	4-28	Escalation of Employee Issues or Concerns Policy	Policy provides a process for raising suggestions and resolving workplace issues and applies to all union and non-union employees and contract employees for any workplace related issue or concern. Grievance/arbitration procedure as set out in the Collective Agreement, shall apply for any workplace related issue or concern that is related to the interpretation, application or alleged violation of the Collective Agreement.	Operational	2014-12-18	2017-04-24	17-055

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Personnel	4-30	Employee Privacy	Describes TPA's commitment to protecting employee privacy and provides a description of how TPA collects, retains, uses and discloses employee personal information and also applicable to Board Members, contractors, vendors and contract employees. Policy complies with applicable privacy legislation (MFIPPA and PHIPA) and Collective Agreement.	Operational	2015-06-24	New	15-097
Personnel	4-32	Social Media Policy	Policy provides guidance for employee use of social media, which would include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit uses to share information with others in a contemporaneous manner.	Operational	2017-04-24	New	17-055
Personnel	4-33	Attendance Management Program	Employees have an obligation to perform with regularity the functions for which they were hired. Policy promotes regular attendance and manages employee absenteeism in a fair and consistent manner noting specific objectives.	Operational	2017-04-24	New	17-055
Personnel	4-34	Visitor Policy	Policy sets out requirements and applicable procedures to ensure all TPA employees and visitors to the facilities and office are safe, while safeguarding property, assets, confidential data and restricted information and to ensure that TPA is aware, at all times, of external parties on premise.	Operational	2020-12-14	New	Item PA20.3 Dec 14/2020
Personnel	4-35	COVID-19 Vaccination Policy	Policy stipulates the requirement for full vaccination against COVID-19 and provides guidelines around the expectations/requirements of all employees and students with respect to COVID-19 and vaccination for the health and safety of its employees.	Operational	2021-09-02	2022-12-01	Executive Implemented/ Approved

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Personnel	4-36	Disconnect from Work	Established to support employee wellness and encourage disconnecting from work outside of their regularly scheduled hours, subject to the needs of the business. Policy recognizes, confirms and encourages disconnecting from work outside of working hours, unless of emergency, unforeseen circumstance, “on-call” arrangement or other role requirements in place.	Operational	2022-06-02	New	Executive Implemented/ Approved
Personnel	4-37	Electronic Monitoring Policy	Amendments to the Employment Standards Act, 2000, require that all employers, including TPA, prepare a written policy concerning electronic monitoring of employees and to provide a copy of that policy to all of its employees.	Operational	2022-10-13	New	Executive Implemented/ Approved
Finance	5-1	Internal Subsidization of Car Parks	TPA is required to at least break even on its carpark operations (including as a cost the annual rental payments to the City for the use of City owned lands). Within this overall requirement, it is possible to carry some car parks which incur a deficit but not for more than five years.	Operational	79-304	2008-01-28	08-006
Finance	5-2	Disposition of Lands by Sale or Lease	Policy governing TPA's disposition of lands through sale or lease.	Operational	79-304	2008-01-28	08-006
Finance	5-3	Acceptance of Foreign Currencies	Policy statement around the only foreign currency accepted by TPA cashiers is the American dollar under conditions described in SOP C-55.	Operational	79-304	2012=07-24	12-114
Finance	5-4	Donations to Charitable Organizations	Policy sets out guidelines and authority in responding to donation and sponsorship requests to charitable organizations.	Operational	79-304	New	79-304
Finance	5-5	Benefitting Assessment	Policy that governs the use of a benefitting assessment to construct a municipal car park through the Local Improvement Charges - O Reg 596/06.	Operational	79-304	2010-01-25	10-003

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Finance	5-6	Payment to the Off-Street Parking Fund in Lieu of Providing Parking	The Planning Act allows the City to accept payments from the applicant in lieu of providing the parking spaces required under the appropriate City of Toronto Zoning By-law. Such payments accrue to the municipal off-street parking fund and are not refundable. The money is not held in trust or designated to be spent on any one project, but is used to fund municipal off-street carparks as directed by the Parking Authority.	Operational	80-280	2017-04-24	17-055
Finance	5-11	Expense Policy for Attendance at Conventions or While Travelling on Company Business	To establish a policy for reimbursement of expenses while travelling on Company business and define the max amounts that will be paid	Operational	1997-05-26	2017-04-24	17-055
Finance	5-12	Mileage (Reimbursement for Use of Personal Vehicles)	When required and authorized to use a personal vehicle for business when travelling on TPA business, mileage is reimbursed to the employee at a rate per kilometre as set from time to time in SOP A-45. Completion of a "Monthly Claim for Travelling and Expenses" form is required for reimbursement.	Operational	2004-06-09	2017-04-24	17-055
Finance	5-13	Purchase Cards (National Bank Mastercard)	Purchasing Cards (PCards) are TPA-liability credit cards issued in the names of authorized individuals to purchase certain eligible goods and services in support of TPA. □	Operational	17-055 2017-04-24	2021-11-08	PA27.2 Nov 8/2021
Finance	5-14	Protect Credit Cardholder Data (NEW)	Policy adheres to the requirements set out in the Payment Card Industry Data Security Standard (PCI DSS) and provides definition with respect to the protection of the cardholder data from potential compromise throughout its lifecycle. Policy is applicable to all TPA personnel, contractors and third parties who have access to or can impact the security of the cardholder data.	Operational	2020-12-14	New	PA20.3 Dec 14/2020
Planning & Design	6-1	Requests for Undertaking Parking Studies	Policy around receiving and undertaking parking study requests and authorization for their release and distribution.	Operational	79-304	New	

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Planning & Design	6-2	Joint Venture Development Guidelines	Policy outlines the guidelines, criteria and authority for joint venture developments.	Operational	94-178	2010-01-25	10-003
Planning & Design	6-4	Incorporating "Greening" Elements in Car Park Development	Policy establishes a process for incorporating "greening" practices when planning, developing and retrofitting carparks, as outlined in the City of Toronto Design Guidelines for 'Greening' Surface Parking Lots and the Toronto Green Standards, and other best practices that support the vibrancy and livability of the communities in which the facilities are located.	Operational	2014-06-23	2017-04-24	17-055
Planning & Design	6-5	Incorporation of Community Benefits in TPA Facilities	Outlines TPA's commitment and criteria for incorporating community benefits in establishing, refurbishing or redeveloping its off-street parking facilities.	Operational	2016-04-28	New	16-053
Administration	7-1	Lobbying Disclosure Policy for RFPs and Tender/Quotation Calls	Policy establishes provisions respecting the disclosure of lobbying activities with respect to request for proposals and tender/quotation calls.	Operational	04-174		
Administration	7-2	CCTV Video Monitoring & Disclosure Request to Access/Disclose History-CCTV	TPA has statutory obligations imposed under MFIPPA that govern the collection, use and disclosure of personal information. Information obtained through security video monitoring is used exclusively for security purposes for TPA and all access and release of video records must comply under MFIPPA standards.	Operational	2012-05-22	New	12-079
Administration	7-2 Appendix 1	CCTV Video Monitoring & Disclosure: Law Enforcement Request Form	Policy Appendix - Request Form	Operational	2012-05-22	New	12-079
Administration	7-2 Appendix 2	CCTV Video Monitoring & Disclosure: TPA Internal Request Form	Policy Appendix - Request Form	Operational	2012-05-22	New	12-079
Information Technology	8-3	Information Security Risk Management Process	Policy ensuring that information security related risks to TPA's information assets and supporting IT infrastructure are effectively managed through a formal documented process.	Operational	2014-03-31	New	14-038

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Information Technology	8-5	Personnel Security Management Policy	Policy ensuring that a formal, documented hiring process is followed for TPA personnel who handle or manage critical or restricted information assets, supporting IT infrastructure, and information processing facilities.	Operational	2014-03-31	New	14-038
Information Technology	8-6	Third Party Access Management	Policy ensuring that all third party access, including managed services and outsourcing arrangements, to TPA's critical and restricted information assets, supporting IT infrastructure, and information processing facilities shall be managed, controlled, and monitored in accordance with business and information security requirements, associated risk, and appropriate need-to-know criteria.	Operational	2014-03-31	New	14-038
Information Technology	8-7	Physical & Environmental Security Management	Policy ensuring that physical access to TPA information processing facilities that house critical and/or sensitive IT infrastructure is managed and monitored on an on-going basis.	Operational	2014-03-31	New	14-038
Information Technology	8-8	IT Configuration Management	Policy ensuring that TPA's IT infrastructure assets (including system hardware, operating system software, application software, network device firmware, and communication systems) are appropriately configured in order to protect them against information security threats and vulnerabilities.	Operational	2014-03-31	New	14-038
Information Technology	8-9	Need for Information Security Auditing, Logging and Monitoring	Policy ensuring that undesired and/or unanticipated events such as system faults, system downtime, unauthorized access attempts, or potentially malicious activity on The Toronto Parking Authority's critical and restricted information assets and supporting IT systems infrastructure assets are detected and resolved in a timely manner.	Operational	2014-03-31	New	14-038

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Information Technology	8-10	Access Control	Policy ensuring that access to the TPA's information assets is controlled.	Operational	2014-03-31	New	14-038
Information Technology	8-11	System Development Life Cycle	Policy ensuring that appropriate information security controls, and safeguards are defined and implemented throughout the entire life cycle of TPA's IT systems and software applications, i.e., from design, development or acquisition, and implementation, to on-going maintenance and support.	Operational	2014-03-31	New	14-038
Information Technology	8-13	Need to Identify Business Critical and/or Essential Services & Systems	Policy ensuring the TPA's business critical and essential services, IT operations, and supporting information systems are identified and documented by information owners and stakeholders.	Operational	2014-03-31	New	14-038